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10-251 SUPPORTIVE SERVICES PAYMENTS IN NON-COUNTY REGIONS - INTRODUCTION

1. Purpose

Each site within a Region will maintain an Immediate Need Fund System and GAIN Information System (GIS) for authorizing and issuing Supportive Service payments to CalWORKs participants. The guidelines for operating the payment systems are contained in this handbook.

2. Systems

Either or both systems may be used for any case depending on the type of payments and time frame involved.

A. GAIN Information System – (GIS)

This system produces computer-generated warrants that are mailed to participants. The GIS may be used for monthly payments and for individual, non-immediate need circumstances. It may also be used for lump sum payments to service providers.

B. Immediate Need Funds – (INF)

This system is used for immediate need items. Checks or cash payments are manually prepared in the office and issued directly to the participant.

3. Types of Payments

CalWORKs Welfare-to-Work (WtoW) pays support services funds for:

- **Childcare expenses incurred while participants attend WtoW Appraisal or as authorized by the regional provider Employment Services staff.**
- **Transportation expenses related to CalWORKs WtoW participation.**
- **Transportation for participants and children to child care provider.**
- **Ancillary expenses related to CalWORKs participation (e.g. clothing, tools, etc), or employment.**

4. Security

A. Computer Security System

Maintaining the security of the payment systems is a primary responsibility of all staff. There are several ways this is accomplished. Specific information on the computer security system is included in the GIS section of the handbook.

B. Payment System Authorization Report

The names and signatures of the staff assigned to responsibilities related to the GIS payment systems are recorded on the Payment System Authorization Report form 06-136 (Appendix 1)

A new Payment System Authorization Report form 06-136 is completed, signed and forwarded to the HHSA Fiscal Division, CalWORKs Unit at Mail Stop W403 in a timely manner, whenever one of the authorized payment staff leaves CalWORKs or is reassigned.

The original form 06-136 is sent to the HHSA Fiscal Division, CalWORKs. A copy is maintained at the Employment Services site.

10-255 SUPPORTIVE SERVICES PAYMENTS IN NON-COUNTY REGIONS - CASH PAYMENTS

1. Cash Payments

- are issued to clients for immediate need items
- are to be issued at the regional Employment Services site
- may be delivered off-site for issuance only in an emergency situation

NOTE: Immediate need funds may also be issued by check. The participant may receive all or part of the funds by Immediate Need Fund (INF) check.

2. Establishing and Maintaining the Fund

The regional contractors for each EMPLOYMENT SERVICES site establish a cash payment fund. Contractors are reimbursed for Immediate Need Supportive Service benefits paid to WtoW participants by the Health and Human Services Agency (HHS) Fiscal Division, CalWORKs unit.

3. Procedures For Issuing The Payments

A. Authorizing the Payment

A cash payment is made after the following payment authorization entries are keyed onto a GIS Supportive Service Authorization (SSA) screen.

- **SSA1 screen: transportation and ancillary benefits**
- **SSA2 screen: child care benefits**
- **Entries on the SSA1/SSA2 screens (Appendix 2 and 3) create a detail line on the PAYP/PAYN screen (Appendix 4 and 5) under the zero reference.**
- **When the computer system is down, complete the Payment Authorization Form, form 27-123 (Appendix 6) to authorize the payment. When the computer system is restored, complete the appropriate SSA screen. Completion of the SSA screen is essential to the payment posting process.**
- **Review the GCLM screen or the Payment Summary form 06-137 (Appendix 7) in the participant's case folder to prevent duplicate payments.**
 - ⇒ **If the payment summary is not in the case folder, clear on GCLM for payment history. If the screen does not show prior payments, start a new Payment Summary form 06-137.**
- **Check the ancillary total on the GCLM screen or the Payment Summary form 06-137 if the authorized payment is for an ancillary expense. The**

lifetime maximum amount for ancillary expenses in CalWORKs is \$600 per client. Under extraordinary circumstances, designated contractor personnel authorized to change the SSA1 screen may increase the \$600 limit.

NOTE: A client may have received Ancillary Funds in the GAIN program. If so, reset the client's Ancillary Fund Balance to zero upon enrollment into CalWORKs WtoW. See 3.B. below.

- **View receipts if required.**
- **Give a screen print of the SSA1, SSA2, PAYP or PAYN to the person who will draw the cash or print the check.**

B. Resetting the Ancillary Fund Balance

Employment Service participants enrolled in GAIN prior to enrollment in CalWORKs WtoW may have a payment history on the GIS Ancillary payment screens. It is the intent that all recipients at the time they enroll in WtoW have an Ancillary balance of \$600.00. The following instructions allow you to reset a participant's Ancillary Fund Balance to \$600.00 effective upon the participant's enrollment into WtoW.

1) View GCLM Screen

Before issuing ancillary payments for participants, view the GIS GCLM screen to determine the amount of ancillary funds issued since the implementation of WtoW on April 1, 1998.

2) Total Funds Issued

Total the amount of ancillary funds issued to the participant since April 1, 1998.

3) Access SSA1 Screen

Access the SSA1 screen and select one of the following actions:

IF:

THEN:

• No Ancillary funds were ever issued:	• Change the "ANC MAXIMUM" field amount to \$600.00 if it still shows \$450.00 and press ENTER
• Ancillary funds issued under GAIN, but none for WtoW	• Access the "ANC PAID" field and erase the field amount • Enter \$600 in the "ANC MAXIMUM" field if it still shows \$450.00 and press "ENTER"
• Ancillary funds have	• If the amount in the ANC PAID field is

<p>been issued after implementation of WtoW, look at the ANC PAID field:</p>	<p>the same as your WtoW Ancillary expenditure total from the GCLM screen:</p> <ul style="list-style-type: none"> • Access the ANC MAXIMUM field and change the \$450.00 to \$600.00 • Erase the rest of the field and press “ENTER” • If the ANC PAID field is different from your WtoW Ancillary expenditure total: • Change the ANC PAID field to the WtoW Ancillary expenditure total, • Erase the rest of the field, • Access the ANC MAXIMUM field and change it to \$600.00 • Erase the rest of the field, • Press “ENTER”
<ul style="list-style-type: none"> • Ancillary funds have been issued after implementation of WtoW, look at the ANC PAID field: 	<ul style="list-style-type: none"> • If the amount in the ANC PAID field is the same as your WtoW Ancillary expenditure total from the GCLM screen: • Access the ANC MAXIMUM field and change the \$450.00 to \$600.00 • Erase the rest of the field and press “ENTER” • If the ANC PAID field is different from your WtoW Ancillary expenditure total: • Change the ANC PAID field to the WtoW Ancillary expenditure total, • Erase the rest of the field, • Access the ANC MAXIMUM field and change it to \$600.00 • Erase the rest of the field, • Press “ENTER”

The above procedure resets the participant’s Ancillary funds to the proper amount for each field at the bottom of the SSA1 screen.

C. Preparing And Issuing The Payment

The person preparing the cash payment follows the procedures below:

- **Use black ink.**
- **Complete Form 06-138A Cash Payment (Voucher) Authorization / Receipt (Appendix 8).**
- **Enter the transaction on the Cash Payment Log, form 08-41A (Appendix 9) before issuance.**
- **Draw the required amount of cash from the safe or cash box.**
- **Give the cash to the participant.**
- **Obtain the participant's signature on the Cash Payment (Voucher) Authorization/Receipt form 06-138A.**
- **Give the money and pink copy of the Cash Payment (Voucher) Authorization / Receipt form 06-138A to the participant.**
- **Keep the original and yellow copies of the Cash Payment (Voucher) Authorization / Receipt form 06-138A.**
 - **File the yellow copy in the Payment Summary section of the participant's case folder.**
 - **Keep the original 06-138A with the original GIS 515R reports (daily print-outs of GIS payment transactions faxed daily to the Employment Services sites by HHSA Fiscal Division, CalWORKs Unit.) (Appendix 10) at each regional Employment Services site.**
- **Initial and date the SSA1 or SSA2 screen print to indicate that the participant received the funds and return the SSA1 or SSA2 to the authorizing ECM.**

4. Preparing the Authorization/Receipt Form 06-138A

The 06-138A CalWORKs Cash Payment (Voucher) Authorization / Receipt contains the following information (Appendix 8):

- **Employment Services office site**
- **Date**
- **Authorization / Receipt (Voucher) number**
- **participant's name**
- **participant's social security number**
- **case name (if different from participant's name, add to forms)**
- **CalWORKs case number (write in below participant's name include GN for aid type and FBU and Person #)**
- **Amount received spelled out and in numbers**
- **Purpose of payment (ancillary, transportation or child care,**

component and dates of service covered by payment)

5. Authorization/Receipt Numbering System

- All sites number the Cash Payment (Voucher) Authorization / Receipt forms beginning with “1” each month.
- The first 06-138A form for each month begins with the number one (1).
- Continue to number the 06-138As consecutively until the end of the month.
- If it is necessary to void an 06-138A, write “VOID” across the 06-138A and keep it with the original 06-138As and the original GIS 515Rs at each Employment Services site.

6. Procedures for Off-Site Delivery of Cash

In situations in which a cash payment must be delivered to a client out of the office, utilize the following procedure:

- Prepare the Cash Payment (Voucher) Authorization / Receipt form 06-138A.
- Have the person delivering the payment sign the 06-138A.
- Give the original 06-138A and cash to the person delivering the payment.
- Give the authorizing SSA1 or SSA2 to the person delivering the payment.
- Obtain the participant’s signature on the original 06-138A

The person delivering the payment:

- Takes the original 06-138A and cash to the participant.
- Obtains the participant’s signature on the 06-138A.
- Issues the cash and the pink copy of the 06-138A to the participant.
- Returns the white and yellow copies of the 06-138A to the Employment Services site.
- Initials and dates the SSA1 or SSA2 screen print, returns it, and, if appropriate the yellow copy of the 06-138A to the ECM.
- SSA1 and SSA2 screen prints are filed in the Payment Summary section of the WtoW case file only if they contain a supervisors authorizing signature.

- **06-138As are filed in the Payment Summary section of the case file.**

7. Record Keeping

Prior to issuance:

- **Record the transaction on the Cash Payment Log, form 08-41A including:**
 - **The Cash Payment Authorization / Receipt number.**
 - **Date**
 - **Payee name**
 - **Participant social security number**
 - **amount of payment**

After issuance, upon receipt of the initialed SSA1/SSA2:

- **RECORD the transaction on the Payment Summary form 06-137 in the appropriate Payment Allowance column:**
 - **Date**
 - **Amount of payment**

NOTE: If payment is ancillary, add the amount of payment to the ancillary balance.

8. GIS Posting

A. Screen Entries

- **Access PAYP screen using participant social security number; select function “U” for update.**
- **Enter “CS” under the TR field for the detail line created by the staff who authorized the payment.**
- **Place a check mark on the 08-41A Cash Payment Log under the column titled “Posted to GIS”.**

B. GIS 515R Reports

After the information is posted to the GIS, the system generates GIS 515R reports that are sent to the regional contractor daily by HHSA Fiscal Division, CalWORKs Unit. To complete the posting process:

- **Locate the payment shown on the GIS 515R report and enter the GIS**

515R date on the 08-41A Cash Payment Log under the column titled “Date Appeared on GIS”. A date stamp may be used.

- **If a name shown on the Cash Payment Log does not appear on the GIS 515R, check the GCLM screen. If the payment does not appear, it will be necessary to re-enter the transaction.**

9. Posting Errors

A. Errors Discovered Before the Daily Payment Process Runs

If an error is discovered the same day (before the daily payment process runs) the TR code can be deleted. Use the following procedure:

- **Request the PAYP screen with the numbered reference.**
 - **Example: PAPYP, SSN, reference number**
- **Enter “DE” for delete over “CS”**

B. Errors Discovered After the Daily Payment Process Runs

Errors discovered after the daily payment process runs are listed on a monthly error log maintained by the Regional Contractor and corrected at the error site by the Regional Contractor staff. Errors may be corrected at any time **except** during the last two days of each month.

10. Non-Posting Days

HHSA Fiscal Division designates the last two days of each month as “non-posting” days so that Fiscal can post repayments of overpayments. Immediate Need Fund checks and cash payments cannot be posted during these two days. *(If an overpayment collection and a new issuance are posted on the same day, one of the transactions will not process.)* Staff is notified by written memo of any additional non-posting days for the month.

11. Reimbursement

A. Policy

HHSA Fiscal Division, CalWORKs Unit, reimburses contractors for supportive service immediate need cash expenditures. Contractors may choose a reimbursement schedule for revolving fund expenditures, which accommodates their needs ranging from weekly to monthly reimbursement.

B. Procedure

- **HHSA Fiscal Division, CalWORKs Unit faxes a copy of the GIS 515R**

report to the contractor daily. The GIS 515R serves as the contractor's back up for reimbursement claims. The original copy of GIS 515R may be provided by HHSA Fiscal Division, CalWORKs Unit to the contractor weekly depending upon contractor requests.

- The contractor uses the GIS 515R to reconcile the amount of money claimed for reimbursement of Immediate Need Supportive Service payments against the amounts reflected on the GIS 515R report.
- To detect errors, the contractor must also reconcile the cash and checks entered on the GIS against its own check register and cash log.
- The contractor must correct any errors detected during the reconciliation process.
- The contractor invoices the HHSA Fiscal Division, CalWORKs Unit on a weekly or less frequent basis, according to the contractors repayment schedule, for funds expended to provide Immediate Need Supportive Service benefits to participants. The invoice must reference the GIS 515R period covered for the amount claimed. (example: GIS 515R report covering 7/1/98-7/3/98)
- Contractors may schedule a county courier to pick up and deliver weekly reimbursement claims to HHSA Fiscal Division, CalWORKs Unit at Mail Stop W403, or the contractor may choose to mail the Claim Form to:

SAN DIEGO COUNTY
HHSA Fiscal Division, CalWORKs Unit
1255 Imperial Avenue, Suite 625
San Diego, CA 92101

Original GIS 515R reports could be delivered from HHSA to the Regional Contractors at the same time.

- Contractors designate authorized personnel to pick-up the reimbursements from HHSA Fiscal Division CalWORKs Unit. The names of the authorized personnel must be on file with HHSA Fiscal Division, CalWORKs Unit prior to the first reimbursement pick up. In the event that no authorized personnel are available to pick-up reimbursements, a substitute may be appointed by the Employment Services site manager and must bring a written authorization signed by the site manager to HHSA Fiscal Division, CalWORKs Unit when picking up the reimbursement.

1. Establishment of Funds

Regional contractors may chose to issue Bus Tokens or Tickets for Immediate Need Transportation Supportive Services. If the Regional Contractors chose to use Bus Tokens or Tickets, the contractor will purchase the Tokens/Tickets and claim for reimbursement as they are used.

2. Authorization for Issuance

A. Authorizing

The Supportive Service Authorization screens (SSA1, SSA2) are not used to authorize issuance of bus tokens or tickets to participants. When bus transportation is needed:

Complete an 06-138A Cash Payment (Voucher) Authorization / Receipt with the following information:

- **Site**
- **Date**
- **participant name**
- **participant social security number**
- **case name if different from participant name**
- **case number**
- **Record the 06-138A Cash Payment Authorization / Receipt number**
- **Obtain the required number of tokens or tickets.**

B. Issuance

- Verify the amount of tokens/tickets.
- Obtain the client's signature on the Cash Payment (Voucher) Authorization / Receipt form 06-138A.
- Give the client the tokens/tickets and pink copy of the 06-138A

C. After the Issuance

- Enter the payment information on the form 06-137 Payment Summary in the participant's case file under the transportation column.
- File the yellow copy of the 06-138A in the payment section of the case file.
- Keep the original 06-138A with the Bus Token Transportation Log, form 08-33 (Appendix 12).
- Enter the required information on the Bus Transportation Log, form 08-33.
 - Issuance date
 - participant name
 - employment services worker number
 - dates of coverage
 - total value of disbursement
 - number of tokens issued
 - balance of tokens
 - initials of the staff person who dispensed the tickets/tokens.

3. Posting

- Bus token or ticket transportation transactions are not posted on the GIS.
- Bus Pass transactions are posted on GIS. (Instructions in Chapter 9 of the GIS Handbook).

4. Reimbursement

- The contractor submits a claim to HHSA Fiscal Services Division, CalWORKs Unit for reimbursement of the cost of Bus Token/Tickets issued to participants.
- The claim must state the period covered and be accompanied by the Bus Token Log form 08-33 for the time period claimed.

- **Contractors may schedule a county courier to pick up and deliver reimbursement claims weekly or less frequently to: HHSA Fiscal Services Division, CalWORKs Unit @ Mailstop W403 or the claims may be mailed to:**

**San Diego County HHSA
Fiscal Services Division, CalWORKs Unit
1255 Imperial Ave., Suite 625
San Diego, CA 92101**

- **Contractors designate authorized personnel to pick-up the reimbursements from HHSA Fiscal Services, CalWORKs Unit. The names of the authorized personnel must be on file with HHSA Fiscal Services CalWORKs Unit prior to the first reimbursement pick up. In the event that no authorized personnel are available to pick-up reimbursements, a substitute may be appointed by the Employment Services site manager and must bring a written authorization signed by the site manager to HHSA Fiscal Services, CalWORKs Unit when picking up the reimbursement.**

1. Introduction

The GAIN Information System (GIS) is a computer system used in the CalWORKs program. The GIS contains a process to pay CalWORKs participants and providers for ancillary, transportation and child care services by generating warrants which are delivered by US mail. Payments issued through other sources are also recorded on GIS. The GIS Payment System contains four separate functions. These are:

⇒ **Payment Authorization**

- **Entering the payment information on a payment authorization screen authorizes supportive service payments.**

⇒ **Payment Issuance**

- **A transaction code is entered to issue a payment through the GIS**
- **A transaction code is entered to record a payment made through the INF system.**

⇒ **Provider Registration**

- **Used to issue payments directly to a provider.**

⇒ **Fiscal Activities**

- **Includes balancing, cancellations and claiming.**

2. Security Access and Control System (SACS)

A. System Access

The SACS will require a User ID and password to access the GIS. All staff have been identified for inclusion in a group with a specified range of GIS capabilities. These groups include:

GROUP 1	CalWORKs Administrators
GROUP 2	CalWORKs Case Management Supervisors
GROUP 3	CalWORKs Case Managers
GROUP 4	CalWORKs Clerical staff
GROUP 5	CalWORKs Clerical supervision and Payment Issuance staff
GROUP 6	GIS Troubleshooters

Users can be provided access to each individual GIS screen. This access can be for inquiry, update, add or delete. All groups have inquiry

ability for all screens. Additional capabilities are restricted to security groups. Staff providing CalWORKs Employment Services will be provided all of the capabilities needed to complete their jobs. As an example of how capabilities are restricted, the ability to authorize and issue payments will be provided only to case management staff. The ability to access and post to the payment screen is provided to the payment staff and their supervisors.

B. Log-On

When the GIS is requested by typing "GN01", the security screen will be displayed. Enter the user's worker number and password.

C. Log Off

The method to log off the GIS:

- **Return cursor to HOME field (top left corner of screen).**
- **Enter the word "END" with a space where the screen ID is usually typed.**
- **Press the ENTER key.**
- **The message "User logged off from SACS security" will be displayed at the bottom of the screen.**

The user must use this method to log off the GIS to prevent someone else from making entries under his/her password. If the user presses the CLEAR key, he/she will be logged off the GIS but not the SACS. The message "GAIN application session ended" will only be displayed in this instance at the top of the screen.

D. Time-out Feature

SACS also includes a time-out feature. This feature sets a time limit for the SACS when no entries are being made. The time-out feature for all security groups except Group 5 is 20 minutes. The timeout feature for Group 5 (Payment staff and their supervisor) is 10 minutes.

3. Payment Authorization

A. Procedure

Staff responsible for authorizing payments:

- **Enter payment authorizations on GIS.**
- **Obtain supervisory approval for all payments in excess of \$200.**

B. Supportive Services Authorization 1 (SSA1)

Transportation and ancillary payments are authorized on the SSA1 screen. See Appendix 2 for a copy of the SSA1 screen.

Transportation payments may be authorized for payment to the participant or to a participant and a provider. Ancillary payments may be authorized to a participant or a one-time only provider.

C. Supportive Services Authorization 2 (SSA2)

Childcare payments are authorized on the SSA2 screen. See Appendix 3 for a copy of the SSA2 screen.

D. Payee Modifiers

1) Issuing To The Participant And The Provider

- Use the payee modifier on the SSA1 screen to issue a GIS warrant to a participant and a provider or vendor. Payee modifier payments must be issued (sent) to the participant.

The payee modifier field will accept either “FOR” or “AND”.

IF “FOR” is entered, the warrant will be issued in the provider’s name FOR the participant.
--

IF “AND” is entered the warrant will be issued in the participant’s name AND the provider’s name.
--

In either situation, the warrant will be mailed to the participant.

- Whenever a payee modifier is used, an “R” must be entered in the “TO” field. The payment will enter on the PAYP screen.

2) Lump-sum Payments

Lump-sum payments such as GED fees are authorized on the SSA1 screen and paid on the PAYN screen.

- Enter a “P” in the “TO” field
- The provider number must be entered when a “P” is used.

NOTE: Payments in excess of \$200 require supervisory approval. The supervisor signs a screen print of the SSA1, which is filed in the participant’s case file after the payment, is issued.

4. Payment Reminder – FCAR Tickler

A. Implementing the FCAR Tickler

The FCAR tickler system was devised for on-going monthly transportation payments of \$200 or less. Review the FCAR tickler list monthly to determine payments requiring issuance.

Payment Authorizing staff enter:

- **The payment authorization**
- **The FCAR free form tickler with the action date at the end of the participant's component or six months whichever is less.**

B. Use of FCAR Tickler System is Optional

Use of the FCAR ticklers may vary from site to site with some offices opting not to use the system. The offices which use the FCAR ticklers may set a monthly deadline for entry of the authorization to ensure warrants are mailed on a timely basis.

C. Time-limit Ticklers

Delete the FCAR at the end of six months or when the participant no longer requires the on-going payment.

5. Payment Issuance

When an authorization for services is entered on the SSA1 or SSA2 screen, the detail line created by the entry of the authorization is displayed on the PAYP or PAYN payment screens. These screens are used to issue GIS warrants and post INF transactions.

6. Processing Payments

A. Issuing a GIS Payment

- **Request PAYP or PAYN screen as appropriate by participant social security number and function "U" for update. Check for duplicate payment.**
- **Verify the payment detail information is correct.**
- **Enter "SU" on the TR field.**
- **Record the payment on the Payment Summary form 06-137 in the participant's case folder.**

When a transaction code(s) is entered on the PAYP or PAYN, a REFERENCE number is assigned to all of the detail lines with transaction codes. Occasionally, more than one warrant is issued from the same REFERENCE number, or a warrant is issued and an INF payment is posted under the same REFERENCE number. For example, a transportation payment is issued to the client but the ancillary payment has a payee modifier. The GIS will issue two separate warrants from the same REFERENCED PAYP screen. When this occurs, the WARRANT field will contain an asterisk (*).

During the nightly batch process, a warrant is generated for the client. The Fiscal department holds the warrant until 12:00 p.m. the next working day. The warrant is then sent in the US mail to the registrant in envelopes marked "Return Service Requested."

B. Hold of a Non-Mailed Warrant

If necessary to hold a warrant before it is mailed, contact HHSA Fiscal Services Division, Warrant Control unit at telephone number (619) 338-2656 prior to the 12:00 p.m. deadline.

C. Lump Sum Payments

1) Single Pay Providers of More Than One Participant

Some ancillary providers are issued one payment to cover the supportive service payments for more than one client. The lump sum payments are most frequently used to pay the fees for Adult Education participants.

NOTE: If a provider needs an Ancillary provider number for payments, contact your GIS coordinator.

2) Authorizing the Payment

Upon receipt of an invoice or list of names from the provider,

- **Authorize the payment on the SSA1 screens**
- **Access the PAYN screen, provider number**
- **Verify that the names of the participants on the invoice are all listed on the PAYN. If so,**
- **Enter "SU" in the PAY CD field.**
- **Print the PAYN screen with all participants listed. Note that the reference # is at the bottom of the screen.**

If any names are missing check with payment authorizing staff to verify that the participant should be on the list.

3) Documenting the Payment

On the day after the payment is issued:

- **Access the PAYN screen by entering the provider # and the reference # from the previous day's PAYN screen-print.**
- **Screen-print the PAYN screen with the numbered reference to mail to the provider.**
- **Access GCLM using the SSN # of one of the participant's to obtain the warrant number.**
- **Write the warrant number on the PAYN screen print.**
- **Mail the PAYN screen print with the warrant number to the provider. (This will enable the provider to determine the participants covered by the warrant which is mailed separately from HHSA Fiscal Services Division, CalWORKs Unit.)**
- **Maintain the yellow copy of the PAYN screen with the numbered reference with the original request for payment from the provider for the site's records.**

D. Deleting the Payment

A transaction code may be deleted before the overnight batch process is run. Request the PAYP or PAYN screen with the numbered reference. The transaction code of "DE" can then be entered over the previous code entered in the TR field. Cancellations are also processed on the numbered reference screen.

E. Payment Errors

1) Erroneous Entry of "SU" Code

If a "SU" transaction code is erroneously entered to issue a GIS warrant when the code should have "posted" a INF check or cash:

- **Delete the "SU" if the batch process has not run, or**
- **Hold the warrant if the batch process has run, or**
- **Process the warrant as an overpayment and re-enter the authorization so the INF check or cash can be posted.**

2) Erroneous Entry of "IM" or "CS" Code

If an "IM" or "CS" transaction code to post an INF transaction is erroneously entered and the code should be "SU" to issue a warrant:

- **Delete the "IM" or "CS" if the batch process has not yet run, AND**
- **Re-enter the authorization so that a GIS warrant can be issued.**

3) Correction Responsibility

Designated Regional Employment Services staff corrects the erroneous postings during the month **except** during the last two days of the month, which are designated “non-posting” days. (*Fiscal Services Division uses the last two working days of the month to post overpayment collections.*)

7. Cancellation of GIS Warrants

GIS warrants can be canceled, or canceled and reissued. No warrant is to be canceled until the HHSA Fiscal Services Division, CalWORKs unit has possession of the warrant. When a warrant is returned in the US mail, it is sent directly to the HHSA Fiscal Division. Upon receipt of a returned warrant, the Fiscal notifies the payment site by fax.

The GIS will not cancel an incorrect warrant amount nor will the system cancel the same warrant twice. Once the warrant has been canceled, the GCLM information will contain a transaction code (-) to reflect the cancellation. Once a cancel transaction code is entered, it cannot be deleted.

A. Canceling a Warrant When One Warrant was Issued

- ⇒ Obtain the WARRANT number, REFERENCE number, and warrant amount from the participant's GCLM screen,
- ⇒ Request the PAYP or the PAYN screen,
 - For participant warrants enter PAYP (the SSN), (the REFERENCE number) with a function of “U”,
 - For provider warrants enter PAYN (the SSN), (the REFERENCE number) with a function of “U”,
- ⇒ Check the WARRANT field.
 - If there is an asterisk (*), see section 7.B.
- ⇒ Enter the following:
 - The warrant number, (*re-type it, if it is visible on the screen*)
 - The warrant amount in the TOT AMT field and erase “End Of Field” (EOF)
 - One of the following transaction codes in the PAY CD field,
 1. “RE” to cancel and reissue the warrant in the same amount, or
 2. “CA” to cancel.

⇒Press ENTER. The message at the bottom of the screen will state “Press ENTER to cancel warrant”. Press ENTER.

B. Canceling a Warrant When There is an Asterisk (*) in the WARRANT Field:

- Obtain the WARRANT number and REFERENCE number from the participant's GCLM screen,
- Request the PAYP or PAYN screen,
- For participant warrants, enter PAYP (the SSN), (the REFERENCE number) with a function of “U”,
- For provider warrants, enter PAYN (the SSN), (the REFERENCE number) with a function of “U”,
- Enter the following:
 - ⇒The warrant number, **and**
 - ⇒The warrant amount in the TOT AMT field and erase “End Of Field” (EOF).
- ⇒One of the following transaction codes in the TR field on the detail line,
 1. “RE” to cancel and reissue the warrant in the same amount, or
 2. “CA” to cancel.
- Press ENTER. The message at the bottom of the screen will state “Press ENTER to cancel warrant”. Press ENTER.

8. Warrant Inquiry

Warrant status inquiry is accessed in a two-step process. Step (A) obtains the warrant number and step (B) determines the status of the warrant with the Auditor's office.

A. Warrant Number

Access the GCLM screen to obtain the warrant number when informed that the recipient has not received a check.

B. Warrant Status Inquiry – AC01

The AC01 screen will allow the viewer to review the status of the warrant with the Auditor's office once the warrant number is known. *(AC01 screen access is pending for the non-county case management contractors.)*

C. Completing the Warrant Inquiry

- **Access the SS clearing screen.**
- **Type in “AC01”.**
- **Press the space bar once.**
- **Type in the two-digit series number and the six digit warrant number.**
NOTE: the series number is always 06.
- **Press ENTER.**

The following screen should appear:

TYPE	DATE	AMOUNT	S	TYPE	DATE	AMOUNT	S
I	05/01/98	565.00	1	P	05/05/98	565.00	1

On each transaction, the following information should appear:

- Type of transaction:
 - I = Issued
 - P = Paid/Posted
 - C = Canceled
 - V = Void
 - S = Stop Payment
 - W = Warning
 - H = Hold Out (warrant not charged to the County)
 - B = Charge Back
 - Blank = Warrant is Outstanding
- Date
- Amount of Warrant

9. GIS Screens

This section provides an overview of the functions of the following GIS screens: PREG, PREQ, PAYN, PAYP, GCLM, SSAH, AND GWAR. Specific instructions and detailed information on these screens are available in the GIS Manual.

A. CalWORKs Provider Registration (PREG)

Supportive service providers may be registered on the Provider Registration (PREG) screen if GIS warrants will be sent directly to the provider. Transportation providers' numbers begin with "TRS" followed by three numbers. Ancillary providers begin with "ANC" followed by three numbers.

Refer to the GIS Manual for further instructions on registering a provider.

B. CalWORKs Provider Inquiry (PREQ)

The PREQ screen allows inquiry into the GIS provider file by provider name. The PREQ screen will also display names that are similar to, or sound like the name entered. The only access mode allowed by the PREQ screen is Inquiry.

NOTE: If entering the provider's name does not access the GIS provider file, try again by entering only the first letter of the provider's name.

C. Participant (PAYP) and Provider (PAYN) Payment

The GIS treats the payment screen as though it was an invoice. As a payment detail line is created by the ECM's authorization, the "invoice" contains a zero reference number. Once a transaction code has been entered on the detail line to issue a warrant or record a payment issued through another system, the GIS assigns a reference number to the invoice (screen). This reference number will be displayed at the bottom of the screen. That night during the batch process, the detail lines will be processed and will no longer be displayed on the zero reference screen. These detail lines can be viewed by requesting the screen with the reference number. Reference numbers can be found on the claiming screen (GCLM).

D. GIS Claim History (GCLM)

This screen displays all paid claims listed under the participant's social security number even though the warrant may have been paid to either the participant or the provider. The GCLM screen displays all claim warrant records including payments, cancellations, and adjustments.

If a date is also entered, the display will begin with the claim warrant records that have an issue date equal to or older than the date entered. Records on the GCLM screen are displayed in reverse issue date order with the most recently issued record at the top of the screen.

E. Supportive Service Authorization History (SSAH)

The SSAH screen displays the supportive services authorizations created from the SSA-1 and SSA-2 screens. This screen displays service authorizations in reverse chronological order based on the date the record was sent to history. Because the authorization history displayed

does not necessarily match the services that were actually paid, GCLM provides a more accurate payment history.

Authorizations displayed on this screen are historical authorizations. Current authorizations are not displayed on this screen and are displayed on the SSA-1 or SSA-2 screen.

F. GAIN Warrant Register (GWAR)

The GWAR screen is an inquiry only screen and displays information about a particular warrant. The warrant number must be entered in order to access information on the GWAR screen. When a warrant number is entered, the screen display begins with that warrant. GWAR displays both provider and participant warrants. The presence of a warrant on GWAR may not mean that the payment was issued. The transaction (TR) field on this screen indicates whether the warrant was issued (SU), canceled (CA), reissued, etc.

Participants who receive advance payments of supportive service funds and who do not meet the participation requirements, are expected to return the funds to the CalWORKs program.

1. Procedures

When an overpayment is identified, complete and mail a Repayment Letter GIS 126 (Appendix 13) to the participant. File a copy of the letter under the Payment tab in the participant's case folder.

Each site will maintain the following fiscal supplies to process repayments and collections:

A. Endorsement Stamp

A rubber stamp used to stamp checks, money orders and returned client endorsed GIS warrants states the following: "For Deposit Only", "Treasurer of San Diego County". By law, the endorsement area is limited to one and a half inches at the end of the check under the words "Pay to the order of _____". Keep the endorsement in this area.

B. Miscellaneous Receipt Book/Receipt Control Logs

The HHSA Fiscal Division, Collections Unit will issue Miscellaneous Receipt books, form 12 (Appendix 14) upon written request. Two Receipt Control Logs, Form 08-44A (Appendix 15), will be sent with the Miscellaneous Receipt books.

Prepare Miscellaneous Receipts only for monies that are forwarded to Fiscal Collections for deposit. Examples of monies for deposit are personal checks, money orders and cash to replace monies originally paid as **immediate need cash and checks** or by **GIS** warrant. **Do not** prepare Miscellaneous Receipts for warrants returned for cancellation.

- Sign for receipt of the Miscellaneous Receipt book in the "Received by" space on the Receipt Control Log and return the original copy of the log to HHSA Fiscal Services Division, Collections Unit.
- After the last receipt of the Miscellaneous Receipt book is used, return the book immediately with all pink copies intact to HHSA Fiscal Division, Collections Unit at 1255 Imperial Avenue, room 625, San Diego, CA 92101 (Mail Stop W403). The Employment Services site's only record of the Miscellaneous Receipts issued will be the completed Receipt Control Log (Appendix 15). This log should be maintained current at all times.
- As Collection Transmittals are received by the HHSA Fiscal Division,

Collections Unit, listed receipt numbers will be verified to the Receipt Control Log as consecutively issued or “voided”, and logged for the date issued/deposited as applicable. Sites will be notified of any discrepancies.

C. Collection Transmittals

Regional sites list all funds received on a Collection Transmittal, Form 08-44 (Appendix 16) and forward the funds and the form 08-44 to the HHSA Fiscal Division, Collections Unit. Order these forms from HHSA Fiscal Division, Collections Unit.

Specific instructions for completing the Miscellaneous Receipt, form 12, the Receipt Control Log, form 08-44A, and the Collection Transmittal, form 08-44 are provided in this chapter. Samples of a completed Miscellaneous Receipt (Appendix 14A), and a Collection Transmittal (Appendix 16A) are located in the Appendix.

NOTE: Returned or Refunded Immediate Need payments are sent to HHSA Fiscal Division, Collection unit if the transaction to pay the participant has been posted to GIS. Once an Immediate Need payment is posted to GIS, the process for HHSA Fiscal to reimburse the Contractor for that expenditure is begun. Therefore, if a participant returns Immediate Need funds to the Contractor, the Contractor must forward the funds to HHSA Fiscal Division because Fiscal is reimbursing the Contractor for the expenditure.

2. Returned Cash, Checks and Money Orders from Participants

A. General Procedures

When a participant returns money or makes repayment in the form of cash, check or money order, designated Regional Employment Services site staff:

- Ensure that the participant makes “San Diego County HHSA” the payee on checks and money orders. **Do not** leave the payee line blank or accept third party checks.
- Stamp checks and money orders for deposit, using the stamp “For Deposit Only”, “Treasurer of San Diego County”.
- Complete Miscellaneous Receipt, Form 12 and issue the white copy to the client.
- Remove yellow and goldenrod copies of receipts. Leave the pink copy in the receipt book.
- Complete the Collection Transmittal. Make a photocopy for the site.
- Send completed Collection Transmittal, with the yellow and goldenrod

copies of the receipt attached, and the money to HHSA Fiscal Collection Unit, County MS W403.

- Funds received must be forwarded to HHSA Fiscal Division, Collections Unit on the same day or the first workday following the day that they are received.

B. Procedure for Cash (Coin and Currency)

- Seal in a plain white (non-window) envelope with the amount and receipt number marked on the outside.
- Hand-deliver to San Diego County Fiscal Collection Unit at 1255 Imperial Avenue, room 625.
- **Never** send cash through the County or US Mail system.

C. Procedure for Returned Checks and Money Orders

- May be sent through the County Mail to HHSA Fiscal Division, Collection Unit, MS W403, or mailed to:
- San Diego County HHSA Fiscal Division
Collections Unit
1255 Imperial Ave., room 625
San Diego, CA 92101

NOTE: Designated Fiscal Services Division staff will make Adjustments to the GIS.

D. Posting Repayment of Overpayments to GIS

HHSA Fiscal Division, CalWORKs Unit posts the repayment of overpayments to GIS on the two non-posting days at the end of each month.

3. Returned GIS Warrants

A. Regional Site Procedure for Return of an Uncashed GIS (pink color) Warrant:

- Writes or stamps "VOID" across the front of the warrant and on the back of the warrant on the signature line.
- Does not prepare a Miscellaneous Receipt for county warrants, which have been returned for cancellation. If the participant requests a receipt, prepare a receipt.
- Returns the "VOIDED" warrant to Fiscal Warrant Control @ MS W403 on the same or following work day that it was received.

- Update the payment summary.

Cancellation of Warrant

Warrant Control sends a notification by fax to the sites confirming receipt of the returned warrant. After notification is received, the Regional site cancels the warrant by following the procedures in the GIS Payment System chapter of this Handbook.

C. Re-issuance

Do not reissue a warrant until notification is received from Warrant Control verifying their receipt of the returned warrant.

4. Cancellation of Returned Immediate Need Fund Checks

A. Payment Summary

Make entry on the Payment Summary form 06-137 to show that the check was cancelled.

B. Check Register

Write "VOID" across the check entry on the Check Register form 08-38A.

C. GIS Posting

Immediate Need Fund Checks that are returned prior to posting on GIS are treated as a "non-issue".

Returned Immediate Need Fund checks that are already posted to GIS require the following steps to correct the GIS payment history:

- **Obtain the**
 - ⇒ **Check number,**
 - ⇒ **REFERENCE number, and**
 - ⇒ **Amount of the check from the GIS 515, or the GCLM Screen.**
- **Request the PAYP screen**
- **Key in (PAYP), (the SSN), (the REFERENCE number) and function "U"**
- **Enter**
- **Find the check number field and retype the number**
- **Find the check amount field and retype the amount – Press END or**

EOF key to erase to the end of the field.

- **Go to the “CD” field and key in “CN” to cancel - hit enter.**

NOTE: Do not send the voided check to HHSA Fiscal Division. Voided checks are kept with the Check Register form 08-38A

5. Preparation of Collection Transmittal Form 08-44

A. Add to Form

On the top right-hand side of the form write in:

- Name and telephone number of person sending the transmittal,
- Mail stop of site, which is sending the transmittal.

B. Completing the Form

(1) All columns for each line entry on the Collection Transmittal form 08-44 must be filled in and a diagonal line drawn across all unused lines from the lower left corner to the upper right corner. Provide the following information:

- Date
- receipt number
- participant's name
- CalWORKs case number - Use GN for aid type.
- amount returned
- adjustment - type of funds received

(2) Under the Name Column, write the following information:

- Participant name
- Participant social security number
- Date and method of the original payment
 - ⇒ include appropriate check number or warrant number
 - ⇒ type of supportive service – ancillary, transportation or child care

(3) Under the Adjustment column, enter the code that indicates the type of funds returned by the participant:

- CK = personal check
- CA = cash
- MO = money order

Appendix 16A provides a sample of a completed Collection Transmittal Form 08-44.

C. Distribution and Record Keeping

The Collection Transmittal form 08-44 is completed in duplicate and photocopied. The original and copy are forwarded to the HHSA Fiscal Division, Collections Unit cashier along with the funds received. A photocopy is retained at the site until the Fiscal returns a signed copy. Once the signed copy is received, the photocopy can be discarded.

Sites must maintain a file of signed Collection Transmittal forms 08-44 and verify that the Fiscal Collections cashier has received all consecutive transmittals and are accounted for.

D. Timeframe

Funds received in the site offices must be sent to the HHSA Fiscal Division, Collections unit on the same or following workday they are received. Cash must be hand-delivered to Fiscal Collections.

6. Preparation of a Miscellaneous Receipt

A. Completing the Form

Regional Provider staff:

- | |
|---|
| <ul style="list-style-type: none"> • Complete all blocks on the Miscellaneous Receipt form <u>except</u> the FBU number and PAY CODE, which will be completed by the Fiscal Collections cashier. |
| <ul style="list-style-type: none"> • Enter <u>CASE NAME</u> in blocks below “address, city, and state” lines. In cases where the name of the person for whom payment is being made is different from the case name, write the person’s name in “other” section. |
| <ul style="list-style-type: none"> • Enter GN in the AID block. |
| <ul style="list-style-type: none"> • Write the Employment Services worker number in the upper left portion of the receipt. |
| <ul style="list-style-type: none"> • Sign the form. |

B. Voids

If it is necessary to void a Miscellaneous Receipt:

<ul style="list-style-type: none"> • Draw a single line through it from the lower left to upper right corner.
<ul style="list-style-type: none"> • Boldly print the word “VOID” on the line.
<ul style="list-style-type: none"> • Forward the white, yellow and goldenrod copies of the receipts to the HHSA Fiscal Division, Collections Unit.
<ul style="list-style-type: none"> • The pink copy remains in the receipt book.

C. Distribution of Form

<ul style="list-style-type: none"> • The white (original) copy of the Miscellaneous Receipt is given to the payor.
<ul style="list-style-type: none"> • The yellow and goldenrod copies accompany the money and the Collection Transmittal to HHSA Fiscal Division, Collections Unit.
<ul style="list-style-type: none"> • The pink copy remains in the receipt book.

A sample of a completed form 12 may be found in Appendix 14A.

This section contains information found in the Fiscal Manual on the following subjects:

- stop payments/release of stop payments
- lost, stolen or mutilated warrants
- forgery
- emergencies

Any situation that arises related to supportive service payment that is not covered by these procedures should be handled following the procedures listed in the Health and Human Services Agency (HHSA) Fiscal Manual.

Any situation that arises that cannot be found in the HHSA Fiscal Manual should be handled by contacting HHSA Fiscal Division, CalWORKs Unit for direction.

1. GIS Warrants

A. Lost Warrants

A warrant is considered lost when it is not received within five (5) workdays after the standard delivery time. Warrants are mailed the day after issuance by the site, and are usually received by the payee the day after they are mailed.

Upon being advised that a client has not received a warrant, Regional staff:

- | |
|---|
| • Calculate the five-day waiting period. |
| • Obtain the warrant number by accessing GCLM. |
| • Verify the warrant status (cashed or uncashed) on AC01. |

B. Cashed Warrants

If the warrant has been cashed and the client claims not to have cashed it, telephone Warrant Control at telephone number (619) 338-2656 for a copy of the warrant. When the copy of the warrant is received, compare the signatures. If the client continues to claim not to have cashed the check, follow the Forgery procedures described at the end of this chapter.

C. Uncashed/Returned Warrants

Whenever a warrant is returned, the Regional site is notified by a faxed message from HHSA Fiscal Division, Warrant Control unit. If the warrant has not been cashed on the sixth (6th) working day after the issue date, and the Regional site has not yet received notification of return, call Warrant Control @ (619) 338-2656 to determine if the warrant has been returned. Warrant Control will require the following information of the caller:

- payee name
- aid type - GN
- case number
- issue date
- amount
- SSA # or Vendor #

NOTE: HHSA Fiscal Division Warrant Control will consult the most current Regional CalWORKs staff roster available to verify the authenticity of the caller. Regions are responsible for updating roster information with HHSA Fiscal Division Warrant Control.

If the warrant is returned, Regional Employment Services staff process a Notice of Disposition of Benefit, form 08-40 (Appendix 17) to indicate the type of action to be taken. The completed form is forwarded to HHSA Fiscal Division Warrant Control @ MS W403.

D. Substitution of Lost or Destroyed Warrant

If the warrant has not been cashed or returned, the recipient is entitled to sign and file an Affidavit to Obtain Substitution of Lost or Destroyed Warrant, form 08-5 DSS (Appendix 18).

The form 08-5 DSS will be accepted only when completed and signed by the payee. The Affidavit must be:

- Factual
- Written in the first person by the payee or legal owner of the warrant, and **not** by CalWORKs staff.
- It is **mandatory** that the person executing the Affidavit sign; dates; and writes the city and state in his/her own handwriting. Do not permit this portion to be typed.

Call HHSA Fiscal Division Warrant Control to get a control number. The original and all three (3) copies of the Affidavit are sent to HHSA Fiscal

Division Warrant Control. A copy will be returned to the site after verification is received from the Auditor and Controller's office.

If the client's statement is written in a language other than English, refer to the Fiscal Manual, Chapter I, Section VI B.2.C. for instructions.

E. Stolen Warrants

A warrant is considered stolen **ONLY** if it is taken **after** the client had possession of the warrant. The client may immediately fill out the Form 08-5 DSS without the waiting period when a warrant is stolen.

- The statement contained in the Form 08-5 DSS must **PRECISELY** describe the circumstances leading to the warrant being stolen.
- Regional Employment Services staff call HHSA Fiscal Division, Warrant Control unit at (619) 338-2656 to stop payment.
- Follow the same procedures as outlined for lost warrants.

NOTE: If the payee endorsed the warrant before it was stolen, a substitute warrant **will not** be issued.

F. Mutilated Warrants

Refer to the Fiscal Manual, Chapter I, Section VI, A. for procedures.

2. Forgery

A forged warrant is one, which has been endorsed by someone other than the legal payee. Regional Employment Services staff:

<ul style="list-style-type: none">• Check the GCLM and AC01 screens to determine if the check has been cashed.
<ul style="list-style-type: none">• Contact HHSA Fiscal Division, Warrant Control unit by telephone at (619) 338-2656 if the GCLM and AC01 screens show the warrant has been cashed and the client claims not to have cashed it.
<ul style="list-style-type: none">• Request a photocopy of the warrant.
<ul style="list-style-type: none">• If, after reviewing the photocopy of the warrant it appears that a forgery has occurred, Regional Employment Services staff request a Forgery Packet from the HHSA Fiscal Division, CalWORKs unit. (Appendix 19).

Refer to the Fiscal Manual, Chapter I, Section VI, D for instructions on processing the Forgery Packet.

1. Payment Tabs

- A. Set up a separate payment tab in the participant's case file for each participant needing supportive services.
- B. There must be only one participant per payment tab. There must be separate payment tabs in cases with more than one participant in the same family. Clearly identify each participant's name on the payment tab.

2. Supplies

Materials for the CalWORKs payment tabs are ordered through Office Services:

- A. Dividers: 3 tab - CalWORKs Payment
- B. Payment Summary form 06-137: Available on Standard Monthly Forms Order

3. Authorizations

File all screen prints or SSA1 Payment Authorization Forms in excess of \$200.00 with the Supervisor or DA's signature. The automated payment system maintains a payment history. Screen prints that do not require the Supervisor's signature do not need to be retained.

4. Claims

File all childcare claims that are not processed by Childcare Resource Services. This may include childcare for:

- Appraisal
- Interview with the ECM
- Other as authorized by the ECM

5. Receipts

All required receipts (see Special Notice 98-37) are filed in chronological order.

6. Payment Summary Form 06-137

This form is filed directly under the payment tab, on top of receipts and authorizations. The heading will be typed. See Appendix 7A for a sample of a completed form.

The summary is updated each time a payment is made. Maintain a current running balance of ancillary expenses.

7. Retention

Forms in the payment section of the participant's case folder are considered permanent forms and may not be destroyed. Payment forms may be subfiled according to the sub-filing instructions in the CalWORKs Program Guide.

Note the date forms are sub-filed on the front of the case folder.

8. Location

All payment information is kept in the participant's case folder under the Payment Tab in the following sequence:

FROM THE TOP DOWN
• Payment Summary Tab
• Payment summary form 06-137
• Authorizations
• Receipts

9. Duplicate Payment Summaries

If review of the GCLM screen reveals previous payment activity, make every effort to locate the recipient's previous Payment Summary form 06-137. If it is necessary to make a duplicate Payment Summary, in large bold letters, write "duplicate" across the top of the Payment Summary form.

DOCUMENT NAME	FORM NUMBER	APPENDIX NUMBER
GAIN Payment System Authorization Report	06-136	1
Supportive Service Authorization (transportation & ancillary expenses)	SSA1	2
Supportive Service Authorization (child care)	SSA2	3
GIS entry for single payments to provider or participant	PAYP	4
GIS entry for payment to provider for multiple participants	PAYN	5
Payment Authorization	27-123	6
Payment Summary	06-137	7
Cash Payment Receipt	06-138A	8
Cash Payment Log	08-41A	9
GAIN Daily Summary Report "R" (District Totals)	GIS 515	10
GAIN Daily Summary Report "R" (Claim Type)	GIS 515R	10A
Check Register	08-38A	11
Bus Token Transportation Log	08-33	12
Repayment Letter "Automated"	GIS 026	13
Miscellaneous Receipt Book	DSS 12	14
Miscellaneous Receipt Book (completed)	DSS 12	14A
Receipt Control Log	08-44A	15
Collection Transmittal	08-44	16
Collection Transmittal (completed)	08-44	16A
Notice of Disposition of Benefits	08-40	17
Affidavit to Obtain Substitution of Lost or Destroyed Warrant	08-5	18
Forgery Packet		19